

**Connecting
people to
make life and
business better**

Policy

Complaints Code of Practice

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Introduction

- 1.1. At Zen we pride ourselves on providing reliable products and world class customer service. It's really important to us that we meet the high standards that we set ourselves, and that's why if you feel we fall short, we really want you to let us know.

We recognise that from time to time things may not go to plan. And if this happens we'll do all we can to make things right, as quickly as possible, and we'll use what we learnt to make sure we improve things for other customers too.

This code lets you know about the ways you can complain to us, how we'll work to resolve your complaint and how you can escalate things further should you need to. To get in touch, please take a look at our [complaint handling process](#).

Getting in touch

- 2.1. If you need to reach us to let us know you have a complaint, there's a number of ways in which you can do so. Firstly we ask that you raise your concerns with our frontline teams. Our teams are highly trained in the areas in which they work, and unlike other contact centre environments our teams don't use scripts and are empowered to take any action the deem necessary to resolve a problem. Our teams can be reached by phone, email, live chat or social media/Messenger. You'll find detail of our contact information on our [Contact Us](#) page.

If you have a vulnerability or would like someone else to work with us on your behalf/would like to speak to us on behalf of one of our customers, we make this as easy as we can. Details of our additional help services can be found on our [accessibility](#) pages.

What we'll do and when

- 3.1. The team member or technical consultant you speak to will take the details of your complaint, they'll ask you questions to gather as much information and context as necessary. They'll look to understand the outcome you seek and where possible will resolve the matter in the first contact.
- 3.2. Where that's not possible because for example; your complaint requires detailed investigation, specialist knowledge, a site visit or engineering works then we'll let you know the timescales in which we expect to resolve your complaint which we will always endeavour to do within 28 days. We'll agree with you how and when we'll be in touch with updates during the management of your complaint.
- 3.3. When we're in a position to propose a resolution to your complaint we'll get in touch using your preferred contact method, if we don't reach you we'll follow up in writing. Your complaint will remain open for 28 days to give you plenty of time to consider our proposal or to work with us further if necessary. If you're happy with the resolution please let us know so that we can take any action or apply and remedy we need your consent to do so. If we don't hear from you we'll try and reach you again, and at the end of the 28 day window we'll take this as confirmation that you're satisfied with the information we've provided and mark your complaint as resolved.
- 3.4. When it comes to how we resolve your complaint our priority will always be to ensure we restore or repair your service or put right any service failings as quickly as possible. We'll take in to account the resolution you feel would be agreeable to you and what treatment we feel is appropriate based on the circumstances. We will issue

you with an apology and other forms of resolution or recompense could include a gesture of goodwill or service credit.

- 3.5. We're signed up to the Ofcom voluntary automatic compensation scheme which means that for certain problems you'll receive an automatic and predetermined amount of compensation from us. You can find information about the scheme here at '[What you need to know](#)' or read Ofcom's full code of practice [here](#).

Escalating your complaint

- 4.1. There may be instances where you want to escalate your complaint, depending on the nature of your issue you may wish to speak with a manager. If not immediately available, the member of staff supporting you will agree a time for a manager to review your case and/or respond to you, usually within 1 working day.
- 4.2. If you remain unhappy with the progress we're making or the information you've been provided with, you can escalate your complaint to one of our Complaint Resolution Managers, a specialist team who deal with complex cases. You can ask the member of staff dealing with your complaint to escalate it to the Customer Complaints Team or you can reach them directly at complaints@zen.co.uk – please make sure your complaint has been raised to our frontline teams before escalating.
- 4.3. Your case will be assigned to a dedicated Complaints Resolution Manager, please let them know why you're not satisfied and where you think further attention is needed. They will conduct a full review of the history of your account and the interactions you've had with us and agree with you the actions they'll take and the timescales in which they envisage that they will be able to resolve your complaint.
- 4.4. In the unlikely event that you seek further escalation or would like a review of your complaint, you can ask our Complaint Resolution Managers for a review of your case by the Customer Excellence Manager or ultimately, the Head of Customer Excellence.

Independent adjudication

- 5.1. If we're unable to resolve your complaint within 8 weeks of you making us aware, or we agree in writing before the 8 week point that we will be unable to reach a mutually agreeable outcome (we call this 'Deadlock'), then you will have the right to refer your complaint to CISAS who operate an Alternate Dispute Resolution (ADR) scheme of which we are a member.

CISAS can be contacted at:

CISAS - International Dispute Resolution Centre
70 Fleet Street
London
EC4Y 1EU

Web: www.cedr.com/consumer/cisas | Tel: 020 7520 3814 | Email: info@cisas.org.uk

On [this page](#) you'll find information about the types of complaint CISAS are able to deal with, guidance notes to customers around making a complaint and compensation award guidelines.

If you'd like a copy of this document in an alternate format such as large print or Braille, please request this from the complaints team at complaints@zen.co.uk